

MONTANA CHEMICAL DEPENDENCY CENTER POLICY AND PROCEDURE MANUAL

Policy Subject: Service Animals	
Policy Number: ADP 10	Standards/Statutes: ARM 37.27.120
Effective Date: 01/01/02	Page 1 of 2

PURPOSE: To provide the definition and use of service animals within the facility.

POLICY: In accordance with the American with Disabilities Act (ADA) and other pertinent state and federal laws, persons with disabilities are allowed to be accompanied by service animals within the facility where customers are normally allowed and will not be segregated from other customers.

PROCEDURE:

I. Definition: A service animal is not a pet and means any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability. This may include, but is not limited to:

- A. Alerting individuals with impaired hearing to intruders or sounds
- B. Providing minimal protection or rescue work
- C. Pulling a wheelchair
- D. Fetching dropped items

II. Some, but not all, service animals:

- A. Wear special collars and harnesses
- B. Are licensed or certified
- C. Have identification papers

III. If you are uncertain that an animal is a service animal and not just a pet, you may ask if an unmarked animal is a service animal required because of a disability. Your inquiry can go no further than that question. You may not require documentation of disability or proof of the animal's certification before permitting the service animal to accompany the person with a disability.

IV. There are limited circumstances in which the right to be accompanied by a service animal may not be exercised. It is permissible to have a service animal removed and to prohibit its return in situations where:

- A. The animal attacks or attempts to attack a person

B. The animal is disrupting the office by running loose or frequent barking

V. Contact your immediate supervisor and the Administrator in instances involving Section D.

VI. Contact DPHHS Personnel Office at (406) 444-4211 when:

A. When a person claims an animal is a service animal and they are removed from or not allowed to enter the facility.

B. When there are concerns about the legitimacy of a service animal.

Revisions:

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	Name	Title	Date

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		Date